

ADA Complaint Procedures

Any person who believes he/she has been subjected to a violation of the Americans With Disabilities Act may file a complaint. The complaint form is available online at www.stjoetransit.info or can be filed in person at 702 S 5th or by phone at (816) 271-6700.

1. Once complaint is received, it will be forwarded to General Manager for investigation. The complaint will be investigated within 30 days. If more information is needed, the General Manager may contact the complainant. The complainant has 10 days to provide the requested information, or the complaint may be closed.
2. Upon completion of the investigation, the General Manager will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not an ADA violation and the case will be closed. A letter of findings summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training for staff, or other action will occur. The complainant has 10 days after the date of either letter to appeal the decision.
3. A complaint may also be made directly to the US Department of Justice using a link provided at www.stjoetransit.info or by mail to: US Department of Justice, 950 Pennsylvania Avenue, NW, Civil Rights Division, Disability Rights Section, Washington DC 20530